

ACCESSIBILITY HANDBOOK

Information for University of Kent students who require additional support



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Canterbury campus accessibility information

Ensuring you can navigate campus with confidence and reassurance.

The University of Kent's Canterbury campus is set on 300 acres of parkland, less than a 30-minute walk from the city centre. Residential, teaching, and administrative buildings are surrounded by green open spaces, fields, and woodland.

Our main buildings sit on a hill overlooking Canterbury, with the Templeman Library at the heart of campus. Most teaching spaces are within a 10-minute walk at a typical pace.

The campus layout ensures that help is always nearby if needed. Campus Security operates 24/7, with CCTV coverage across the site.

Contact Campus Security

T: 01227 823333 (Emergencies)

T: 01227 823300 (Non-Emergencies)

E: security@kent.ac.uk

W: student.kent.ac.uk/support/safety

AccessAble

We work in partnership with AccessAble, a disability access organisation offering detailed online guides to many of our campus buildings and facilities. Find out more at www.accessable.co.uk/university-of-kent

We welcome disabled students, staff, and visitors, and are committed to removing barriers to education, training, and employment. These commitments are outlined in our Equality, Diversity and Inclusivity Strategy, available at kent.ac.uk/equality-diversity-inclusivity

Our Student Support and Wellbeing (SSW) service offers specialist support, equipment, and expertise for disabled students, neurodiverse students, and those with mental health conditions.



Personal Emergency Evacuation Plans (PEEPs)

A **Personal Emergency Evacuation Plan (PEEP)** is a document that sets out the support, assistance, or special arrangements an individual may require if they have difficulty responding to a fire alarm or evacuating a building unaided.

A PEEP will:

- Outline the assistance an individual requires, tailored to their specific needs.
- Provide clear guidance to first responders on how to support the individual during an emergency evacuation.
- Ensure the individual understands the steps and measures in place to help them evacuate safely.
- Support the University in meeting its moral and legal duty to risk assess and document how disabled, impaired, or vulnerable people can be evacuated safely in an emergency.

A PEEP may be required for students with:

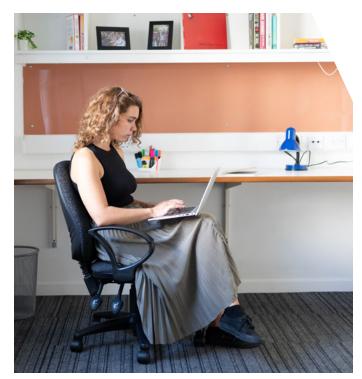
- · Mobility impairments
- Sight impairments

- Hearing impairments
- Medical conditions that could affect or delay evacuation (e.g. asthma, sickle cell anaemia, chronic pain, lupus, PoTS)
- Neurodiverse or mental health conditions
- Epilepsy, severe allergies, or seizure conditions
- Other circumstances that could affect evacuation, such as pregnancy or a short-term injury (e.g. a broken leg)

The key question is: can you evacuate a building unaided within five minutes during an emergency? If the answer is no, a PEEP is likely to be required.

If you think you may need assistance in an emergency evacuation (including from your accommodation), please inform the Accommodation Office, Student Support and Wellbeing, or email hsespeeps@kent.ac.uk to arrange a PEEP assessment.





Student services information

Nexus

For practical advice, confidential conversations, or general information, Nexus is your first point of contact. You can ask about:

- Accommodation
- Course gueries and administration
- · KentOne card issues
- E-learning
- Finance
- Wellbeing support
- IT support
- · Careers advice
- How to contact Kent Students' Union
- And more

Canterbury students can visit a Nexus Desk in the Templeman Library or the Sibson Building. If you're unable to come to campus, you can access the Nexus self-service portal at <u>help.</u> <u>kent.ac.uk</u>

Contact Nexus

T: 01227 827932 E: nexus@kent.ac.uk

W: student.kent.ac.uk/support/nexus

Student Support and Wellbeing (SSW)

Student Support and Wellbeing (SSW) is committed to improving access to learning and offers a wide range of support. The team includes disability and neurodiversity advisers, mental health advisers, counsellors, and specialist wellbeing staff, who can provide guidance on academic adjustments as well as support with mental health, disability, autism, specific learning differences (SpLDs, including ADHD and dyslexia), and accessibility.

They provide:

- Appointments, drop-ins, and wellbeing events.
- Inclusive Learning Plans (ILPs) to put reasonable adjustments in place for your studies and assessments.
- Support with individual exam arrangements (e.g. extra time, use of a PC, assistive technology, alternative format papers, BSL interpreting).
- Specialist advice, equipment, and wellbeing support for disabled and neurodiverse students, and for students with mental health conditions.

You can contact SSW by phone, email, or by visiting them in person in Eliot Extension.

Contact Student Support and Wellbeing (SSW)

T: 01227 823154 E: kentssw@kent.ac.uk

W: kent.ac.uk/student-support





Academic and learning support

The University provides the following academic and learning based support to assist you:

Student Support and Wellbeing adviser

When you register with SSW by completing the registration form at kent.ac.uk/student-support/how-to-register, you will be allocated an adviser. They will explain the support available and help you access it.

Inclusive Learning Plans (ILPs)

An Inclusive Learning Plan (ILP) explains to your school how your disability affects your studies and what support you may need. Your SSW adviser will work with you to create your ILP, which is stored on your student record and shared with your department and relevant University services.

The ILP includes a short student profile that describes how your disability or condition impacts your learning. Details about your condition will only be included if needed to arrange reasonable adjustments, and only once you've approved the wording. If your department doesn't need to know your diagnosis or treatment details to make adjustments, that information won't be shared - unless you ask us to.

Individual Exam Arrangements (IEAs)

Arrangements are agreed with your SSW adviser and may include:

- Extra time
- Use of a PC or assistive technology
- Alternative format papers
- BSL interpreting
- Other adjustments depending on need

Notetakers

If you have disability-related difficulties with independent notetaking that aren't covered by Kent Inclusive Practices (see kent.ac.uk/guides/accessible-content/kent-inclusive-practices), you may be able to access notetaker support. An assessment may be needed to confirm this is the most suitable option. If approved, the University will fund the support unless you are eligible to receive it through Disabled Students' Allowance.

Orientation support

SSW offers initial orientation tours of campus for students adjusting to a new environment. If you require ongoing support to travel between lectures, SSW can advise on provision and funding options.

Coursework deadlines

Deadlines are published in advance to support planning. If you anticipate difficulty meeting a deadline, inform your lecturer. If you miss a deadline, you can submit an extenuating circumstances request. More information is available at student.kent.ac.uk/studies/extenuating-circumstances

Reasonable adjustments

Under the Equality Act 2010, the University has a duty to put in place and consider requests for reasonable adjustments. This is to ensure that students are not placed at a significant disadvantage in their studies. These adjustments won't change the standards of your course, but they may change how you are assessed. Examples include getting coursework titles and deadlines in advance, being allowed to record lectures, having targeted reading lists, or using cover sheets. If you have any questions about the academic support available to you, please contact SSW.

Timetables

SSW can work with the timetabling team to make sure your accessibility needs are taken into account. This might include changes like moving a class to a different room. Main lectures usually can't be rescheduled, but if your module has several seminar or tutor groups, you can ask to switch groups to help reduce or condense your teaching on certain days. If it takes you longer to move between classes, we can note this in your Inclusive Learning Plan (ILP) so your department can take it into consideration.

Templeman Library services

Our library offers various support to disabled students including extended library loans, provision of height adjustable desks, assistive technology and software, access to Sensus Access, which converts documents into alternative format, and more. For additional accessibility support at the library, please see the information page: student.kent.ac.uk/studies/templeman-library-accessibility

Software Finder

We have compiled a list of software that you may find helpful while you study - some of which you have access to while on campus PCs, and some which are third party apps that you may find useful to help you study effectively. More information can be found at kent.ac.uk/software You can find the location of computer labs, including live information about how many PCs are current available at study-spaces/find-a-free-pc-canterbury





Skills for Academic Success (SAS)

The Skills for Academic Success (SAS) team provides support and resources to help students develop their skills and succeed in their studies. Working closely with academic departments, the team offers guidance on essential study skills - from essay planning and editing to revision techniques and exam strategies. Support is available through 1-to-1 appointments, workshops, and downloadable study guides. More information is available at student.kent.ac.uk/studies/skills-for-academic-success

Contact Skills for Academic Success (SAS)

E: sas@kent.ac.uk

W: student.kent.ac.uk/studies/skills-for-academic-success

Engagement Support

Engagement Support is here to listen and offer advice and initial support whenever personal circumstances or other issues affect your studies. Each school has an Engagement Support team that:

- Understand the subject area you are studying and the structure of your department.
- Provide advice about the University's specialist support services.
- Act as a link between your department, wider services, and you as a student.
- Are available if you wish to disclose or discuss your needs.
- Can liaise with lecturers if you are worried or uncomfortable about raising disability-related difficulties yourself.
- Assist if you feel reasonable adjustments are not being implemented.
- Provide advice about mitigation and extenuating circumstances if a disability, medical condition, or specific learning difficulty is affecting your academic progress.
- Will listen to your concerns and help you explore available options.

Contact Engagement Support

E: engagementsupport@kent.ac.uk

W: student.kent.ac.uk/support/engagement

Academic Advisers

Each student is assigned an Academic Adviser - an academic from your School dedicated to supporting your academic journey. Think of your Academic Adviser as a personal tutor, someone who checks in regularly, supports your progress, and helps you succeed. You will have at least two Personal Feedback Meetings and one Group Meeting each year, and you can request additional 1-to-1 meetings at any time.

Your Academic Adviser is there to help you feel connected to your department and to offer guidance if you have questions about your course or encounter difficulties that affect your studies. More information is available at studies/academic-advisers

Disabled Students' Allowances (DSAs)

UK students may be eligible to apply for Disabled Students' Allowances, which cover some of the extra costs of studying with a disability. These allowances:

- Are not means-tested
- Are not a loan, so do not need to be repaid

DSAs can help with the cost of:

- Specialist equipment (e.g. computer, assistive software)
- Non-medical helpers such as a Specialist Mentor (Mental Health, ADHD, or Autism) or Specialist Study Skills support (for ADHD, Autism, or SpLDs such as Dyslexia or Dyspraxia)
- Extra travel costs related to disability (e.g. the difference between public transport and specialist transport costs)

We encourage students who are eligible to apply. Application forms are usually available from March/April before you start university. More information can be found at: gov.uk/disabled-students-allowances-dsas

EU and international students may wish to contact their own government to check if additional support is available.

If you have any queries or concerns about how your support will be funded, please contact SSW for advice.



Kent Students' Union (KSU)

Kent Students' Union (KSU) is your student-led organisation, independent from the University, and dedicated to representing and empowering all students. Their role is to support you throughout your time at Kent and to ensure your voice is heard.

Each year, students elect four full-time Officers to represent them for the coming academic year. One of these, the **Vice-President Welfare, International and Communities**, has specific responsibility for supporting disabled and neurodivergent students. Their role is to champion accessibility both within the University of Kent and within Kent Students' Union. You can contact them at **vp-welfare@ksu.co.uk**

KSU also offers a wide range of opportunities to get involved. There are more than 250 student groups covering a huge variety of activities and interests, many of which work to ensure they are accessible to all students. You can explore the full list of groups at ksu.co.uk/activities

In addition, there are regular opportunities to contribute to change at the University through KSU's democratic processes. These are flexible, so you can engage at a level that suits your time and energy. More information can be found at ksu.co.uk/student-voice/ksu-parliament

KSU also runs the **Student Advice Service**, which offers free, impartial, and confidential guidance on a wide range of issues you may face at university. Advisors can help with matters such as Disabled Students' Allowance (DSA), implementation of your Inclusive Learning Plan (ILP), and other topics including academic concerns, housing, visas, and more. You can find out more about the service and access a full range of FAQs at ksu.co.uk/advice

Contact Kent Students' Union (KSU)

T: 01227 824200 E: hello@ksu.co.uk W: ksu.co.uk



ResLife

The ResLife Team is here to help you settle into your new home on campus, find your feet, and make friends.

Our Residential Life Ambassadors (RLAs) are returning undergraduate, postgraduate, or PhD students who know what it's like to be new at Kent. They run events, activities, and trips, and are available to answer your questions and help you make the most of your time here.

While ResLife doesn't provide specialist support, the team is here to ensure you have a positive experience of living and studying at Kent. All events are open to residential students and can be found at kent.ac.uk/reslife or in the Events section of your Home at Halls app.

You can also speak to an RLA if you need someone to listen or guide you to the right support services.

Follow **@accomunikent** on Instagram for the latest ResLife events and accommodation updates.

Contact ResLife

E: rlateam@kent.ac.uk W: <u>kent.ac.uk/reslife</u>





Parking for those who have a disability

Students with a valid government **Blue Badge** should apply for a virtual **Student Blue Badge Permit** by visiting **permits. paysmarti.co.uk/acct/uniofkent**. This permit is issued free of charge and provides use of all car parks/parking bays on campus including the accessible parking spaces. It also allows university staff to identify a vehicle if, for example, the lights have been left on, or the alarm is sounding.

All students who live outside the exclusion zone can apply for a standard parking permit. Full details about the exclusion zone are available at kent.ac.uk/transport/driving-parking/student/student-parking-more-info

If you do not hold a Blue Badge but have a disability and live within the exclusion zone, you may apply for permission to bring a vehicle onto campus. Applications are reviewed by Student Support and Wellbeing (SSW) or the University Medical Centre. Further details can be found at kent.ac.uk/transport/driving-parking/student/appealing-for-a-permit

Contact Transport

T: 01227 823609 E: transportteam@kent.ac.uk W: kent.ac.uk/transport



Accessible accommodation at Kent

The Accommodation Office can provide details about both standard and accessible rooms, explain what facilities are included, and advise on how a room could be adapted to meet your needs.

You can also see more information, photos, and virtual tours of all accommodation at <u>kent.ac.uk/accommodation</u>

Contact the Accommodation Office

T: 01227766660 E: accomm@kent.ac.uk W: <u>kent.ac.uk/accommodation</u>

New undergraduate and postgraduate students

Once you have an offer to study at the University of Kent, you can apply for on-campus accommodation through the Accommodation Portal: kx-web.kent.ac.uk/MyAccommodation

If you require a specific type of accommodation due to a medical condition or disability, we encourage you to apply as early as possible. This helps us allocate a suitable room and, wherever possible, ensure any adaptations or equipment are in place before your arrival.

The application form includes a section where you can provide details of your requirements. If you prefer not to share this information at that stage, please make sure your medical information is up to date with Student Support and Wellbeing (SSW).

We recommend registering with SSW as soon as possible so your accommodation needs can be assessed in detail. The team can advise on on-campus housing options if your disability or medical condition makes it difficult to live off campus.

You may be asked to complete an Accommodation on Medical Grounds application form and provide medical evidence. If your evidence is not in English, a certified translation and a copy of the original document will be required. SSW can also liaise with the Accommodation Team to arrange room viewings or assessments by an external occupational therapist or other health professional.

In some cases, your social worker may need to organise an occupational health assessment of your accommodation so that we have the specialist advice required to support any essential adaptations.

Returning students

If you registered with Student Support and Wellbeing (SSW) in your first year, you will already have been assigned an adviser within the team. Returning students are welcome to apply for on-campus accommodation in subsequent years, but places are allocated on a first-come, first-served basis. If you require on-campus housing, we strongly recommend applying as early as possible.

If you need help reapplying for accommodation or guidance on application deadlines, your SSW adviser can support you through the process. You can also contact the Accommodation Team directly.





Adapted rooms

The University provides a range of accessible and adaptable rooms for full-time undergraduate and postgraduate students with disabilities or complex personal care needs. These are available in the following locations:

- Giles Court
- Keynes Flats
- Park Wood Flats Kemsdale Court
- · Turing Flats
- Tyler Court (all blocks)
- · Woolf College

Further details, including virtual tours, are available at <u>kent.</u> <u>ac.uk/accommodation/accessible</u>

We are committed to offering accommodation that meets the needs of all students. While the number of accessible rooms is limited, we can adapt rooms to suit individual requirements.

Important: If you require adaptations or equipment in your room on medical grounds, approval must be obtained from Student Support and Wellbeing (SSW), and the Accommodation Office must be notified as early as possible. This ensures that adjustments can be made in time for the start of term. Late applications may delay the provision of adaptations.

Medical fridges in student accommodation

If you have medication that needs to be stored in a fridge at a specific temperature, a medical fridge can be provided in your accommodation.

These fridges must be University-owned to ensure they are PAT tested, so you should not bring your own.

You can request a medical fridge through SSW, who will then notify the Accommodation Office to arrange its installation in your accommodation.

Please note: if you do not notify the correct teams, there may be delays in having the fridge in place before your arrival.

Ergonomic desks, chairs, and mattresses in student accommodation

Desks in standard accommodation are fixed in position. If this is not suitable for you due to a medical need or disability and you wish to bring an ergonomic desk, this must be approved by SSW

You must then notify the Accommodation Office as soon as possible so that any fitted furniture can be removed in preparation for your desk delivery. Please note that delays in notifying the Accommodation Office may result in the necessary provisions not being in place when your desk is delivered.

If furniture has been removed to make room for your desk, you will need to apply for the same room in subsequent years.

You may also bring your own ergonomic chair if it is approved by SSW. Housekeeping can be notified to remove the standard chair provided in your room.

Ergonomic desks and chairs must be removed by you at the end of your tenancy, as well as during the summer vacation, as rooms will be used by other guests.

The University can provide ergonomic mattresses if necessary for your medical needs or disability. This must be approved by SSW, and the Accommodation Office should be notified so arrangements can be made. Failure to communicate this in advance may result in delays in mattress delivery.

If you are provided with an ergonomic mattress, you will need to apply for a room with the same bed size in the following year (if you plan to reapply for on-campus accommodation) so the mattress can be moved to your new room.

Accessible and adapted room examples

All adapted rooms include:

- Automatic building entrance door
- · Automatic flat door
- · Automatic bedroom door
- Automatic kitchen door
- Wider doorways
- Ample floor space for maneuvering

Examples of additional adaptations that can be provided (depending on individual needs):

- Manual height-adjustable desk
- Electronic height-adjustable desk
- Ceiling hoist
- Height-adjustable bed
- Remote-controlled electric windows
- Remote-controlled electric curtains
- Emergency pull cords
- Electronic height-adjustable wash basin
- Electronic height-adjustable shower seat
- Fixed-position shower seat
- Clos-o-mat wash and dry toilet
- Electronic/manual height-adjustable kitchen worktop with sink and hob
- Side-opening oven
- Accessible-height dining table

Estates Maintenance and Technical Support can provide compliance support if external suppliers are used for the installation of specialist equipment.

External suppliers must follow University policies when accessing accommodation and working safely on campus. They may be required to provide a range of documentary evidence.

Estates Maintenance and Technical Support work closely with SSW and the Accommodation Team to ensure that our campus meets the accessibility needs of students.

Please note that we require sufficient advance notice before any work commences on campus.

Personal carers

If you currently have, or expect to have, a personal carer, please inform us as early as possible. This allows us to arrange appropriate access for your carer when you move in. In some types of accommodation, an adjoining room may also be allocated if you require overnight care.

The University does not provide or fund personal care support. This type of support is normally arranged and funded by the local authority responsible for your permanent home address (not your term-time address). When considering your care needs, please think about both daily living activities and the support you may require between lectures or to take part in extra-curricular activities.

Personal care assistance may include:

- Getting dressed or undressed
- · Getting in and out of bed
- Taking medication
- Eating and drinking
- Using the bathroom
- Shopping and cleaning

If your care has previously been provided by family members, it can be helpful to keep a diary over a week or month. Record what support is given, when, and for how long. This will provide useful evidence if you are applying for UK social services support for the first time. Please be aware that the application and assessment process can take considerable time. For this reason, you should contact your local council's social care and health services as soon as you begin planning to live on campus, so they can assess your needs, agree a care plan, and arrange funding.

If you are an overseas student, you will need to plan ahead for how your personal care will be organised and funded before arriving in the UK. Support must be in place for when you move into your campus accommodation. You can research local care providers through a Google search or via the Kent County Council website, and contact them directly to discuss your needs and request a quotation for their fees, terms, and conditions

Wheelchairs and mobility scooters

The University does not provide or fund wheelchairs or mobility scooters. If you require this equipment and cannot bring it with you, please arrange to purchase or hire it in advance and have it delivered to campus in time for your arrival.

Visual impairments

There are no rooms specifically adapted for students with severe visual impairments. However, if you require adjustments to support your independence in your room or shared areas (for example, braille labels), please discuss your needs with Student Support and Wellbeing (SSW).



En-suite accommodation rebate

If you require en-suite accommodation due to a medical need, you may be eligible for an accommodation rebate.

You can find more information, including how to apply for an accommodation rebate, under the 'Accommodation Fee Reductions for Essential Needs' section at kent.ac.uk/accommodation/accessible

You will need to submit your application along with the required medical evidence to the SSW team, who will assess your request.

Lifestyle moderate living

At Kent, we offer accommodation blocks for students who prefer a quieter living environment. These areas are designed for students who want a more relaxed atmosphere regarding alcohol, noise, and socialising.

While we cannot guarantee a completely quiet or alcohol-free environment, grouping like-minded students together helps support a calmer lifestyle. These areas are not monitored more closely, as residents are expected to manage their living space independently. However, there are ways to address any ongoing issues if they arise.

Spaces are limited, and we cannot guarantee a spot for every student, so please indicate your preference in your accommodation application if this is something you would like.

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How can you help us

We need your help to ensure that any necessary adaptations are carried out in time for your arrival and for the safety of you and your personal care assistants (if applicable). Please contact Student Support and Wellbeing (SSW) to discuss your individual needs.

If you require further adaptations or specialist equipment in your room - such as a hoist, special bed, support for a visual impairment, or personal care assistance - you will need to:

- 1. Arrange a care plan and funding: Liaise with your local Social Services/NHS Continuing Healthcare team regarding a care plan and the funding available for specialist equipment and/or personal assistants.
- Confirm funding: Provide your SSW adviser with written confirmation of funding for any additional rooms or support provision from your local council, Social Services, or NHS Continuing Healthcare team. If this is not confirmed, speak to your adviser.
- Recruit and manage carers: Recruit, appoint, and arrange payment for your personal care assistants. You may prefer to use an external service provider to manage this on your behalf.
- Plan for emergencies: Ensure you have a plan in place in case a personal care assistant is ill or unavailable.
- 5. Provide training and support: Make sure your personal care assistants receive appropriate training and information, including campus orientation, moving and handling training, and instruction on any specialist equipment. Ensure ongoing support and supervision so safe working practices are followed.
- 6. Complete fire safety requirements: Liaise with SSW and the Health, Safety and Environmental Sustainability Department to make sure you and your personal care assistants receive fire safety training and that your PEEP is in place.

It is very important that you engage with us at the earliest opportunity so that we can work with you to make sure your room is ready for your move-in at the beginning of term.









Contact us

Accommodation Office

T: 01227766660 E: accomm@kent.ac.uk

Accommodation Office Commercial Services & Estate Department Park Wood Road University of Kent Canterbury Kent CT2 7NN

Nexus

T: 01227 827932 E: nexus@kent.ac.uk

Nexus Desk - Sibson Building Park Wood Road University of Kent Canterbury Kent CT2 7PE

Nexus Desk - Templeman Library University of Kent Canterbury Kent CT2 7NU

Student Support and Wellbeing (SSW)

T: 01227 823158 E: kentssw@kent.ac.uk

Student Support and Wellbeing Eliot Extension University of Kent Canterbury CT2 7NS

Kent Students' Union (KSU)

T: 01227 824200 E: hello@ksu.co.uk

Mandela Student Centre University of Kent Canterbury Kent CT2 7NW

Campus Security

T: 01227 823333 (Emergencies) T: 01227 823300 (Non-Emergencies) E: security@kent.ac.uk

Security and Transport Centre University of Kent Canterbury Kent CT2 7NQ

Health, Safety and Environmental Sustainability Department

For Personal Emergency Evacuation Plan (PEEP) enquiries E: hsespeeps@kent.ac.uk

Transport

T: 01227 823609 E: transportteam@kent.ac.uk

Security and Transport Centre University of Kent Canterbury Kent CT2 7NQ

Skills for Academic Success (SAS)

E: sas@kent.ac.uk

Skills for Academic Success (SAS) Rutherford College Extension University of Kent Canterbury CT2 7NX

Contact Engagement Support

E: engagementsupport@kent.ac.uk

Contact ResLife

E: rlateam@kent.ac.uk

Accommodation Office Commercial Services & Estate Department Park Wood Road University of Kent Canterbury Kent CT2 7NN

